

Helpful Hints Archive

- 1) To **ensure** the printing of the Judge's signature, the date signed, and **any changes made to an order**, certain settings in Adobe Acrobat must be checked. In Adobe V. 5, the "Print Comments" box must display a check mark on the Print screen. In Adobe V. 6, *Document and comments* must display in the "Print What" field on the Print screen. In Adobe V. 7, *Document and Markup* must display in the "Comments and Forms" field on the Print screen.
- 2) **To change your CM/ECF password**, simply click on the *Utilities* option on the menu bar, then choose *Maintain Your ECF Account*. Click on the button *More user information*, type in the desired password and then click on the button *Return to Account* screen. You must then click the *Submit* button on the Maintain User Account screen and then click on the *Submit* button on the next screen. You successfully made the change when you receive a message saying "The update was successful." Your login should never be changed, however we recommend changing your password as often as you feel is appropriate.
- 3) Did you know the "**cache**" on your browser **should be cleared weekly**? In Internet Explorer click on *Tools*, then click on *Internet Options*. Click on the *General Tab* then click *Delete Files*, click *OK*, then click *OK* again. This will ensure you see all CM/ECF screens properly and quicken the response time.
- 4) Effective August 28, 2005 all **CM/ECF users making fee payments electronically** must use Internet Explorer 5.5 or higher as their browser. This is the only browser currently supported by the Treasury's Pay.gov system.
- 5) **E-mail addresses** on your accounts **must be kept current**. Many users have multiple e-mail addresses on their accounts. When someone leaves your office their e-mail address needs to be removed as quickly as possible from your account to ensure the court does not receive undeliverable e-mail. To remove or change an e-mail address you can contact the CM/ECF Help Desk at 866-252-6323. You can change it yourself by clicking on the *Utilities* option on the CM/ECF menu bar. Choose *Maintain Your ECF Account* then click on the button *Email information*. Only one e-mail address can be listed in the primary box, up to 8 addresses can be listed in the additional address box, one address per line. Make the appropriate addition, deletion or change, and then click on the button *Return to Account screen*. Click on the *Submit* button on the Maintain User Account screen and then click on the *Submit* button on the next screen. You successfully made the change when you receive a message saying "The update was successful." All e-mail addresses on the account will then be listed.
- 6) Sometimes when **adding or modifying an e-mail address** a user may receive an **error message** saying "The email address entered was invalid. Please reenter it." This may be due to an extra space or character in the address that is not visible or obvious.

- 7) Completely delete/remove the address then add it again ensuring the cursor is at the far left side of the address box. If you continue to receive an error message contact our CM/ECF Help Desk at 866-252-6323.
- 8) By choosing the Utilities option on the **CM/ECF** menu bar, a number of **reports** are available to users **free of charge**. These include View Your Transaction Log, which allows you to review all items you have filed; Internet Payment History, which allows you to review all items for which you have paid a filing fee; and Review Billing History, which allows you to review all PACER activity billed and associated with your CM/ECF login/password.
- 9) **Interested in a case but not ready to file an appearance?** There is a way to receive notice of all filings in a case without being listed on the NEF (Notice of Electronic Filing). Click on the *Utilities* option on the CM/ECF menu bar then click on *Maintain Your ECF Account*. Click on the button *Email information*, then check the box “Send notices in these additional cases”, enter case numbers into the box (i.e. 05-99999 for bankruptcy cases or 05-9999 for adversaries) then click on the button *Return to Account screen*. Click on the *Submit* button on the Maintain User Account screen and then click on the *Submit* button on the next screen. You successfully made the change when you receive a message saying “The update was successful.” The case number(s) will be listed.
- 10) Did you know that if you **log into PACER, then later use the same computer to log into CM/ECF** you may not see all CM/ECF filing screens? Clearing the cache, as detailed in number 3 above, and then choosing an option on the CM/ECF menu should correct this.
- 11) Having **problems with paying filing fees** but you know you previously disabled your pop-up blockers? It’s possible the problem may be due to an installation of a Yahoo or Google toolbar on your computer. If one has been installed you will be able to locate it by looking directly below the browser address box and verifying if it says either Yahoo or Google on the toolbar. If you do have one of these toolbars, then you must disable pop-ups on that toolbar as well by choosing the pop-up option.
- 12) When filing a pleading or a proposed order, make sure the **signature block** does not end up on a separate page by itself.
- 13) Please remember to include your phone number and BNH number in your **signature block**.
- 14) Remember to file a **proposed order** with every motion with the exception of a Motion for Relief. Do not use the word “proposed” in the caption of the order. The proposed order should be a separate attachment or filing and NOT part of the moving pleading.

- 15) Remember to call the appropriate calendar clerk in advance of **filing a pleading** that needs a hearing.
- 16) **Certificates of service** may refer to “all parties being served electronically” and in addition should state specifically the names and addresses of parties being served by first class mail.
- 17) Do not “pre-date” **proposed orders** with the day or month. Leave a blank line at the left margin on the same line as the Judge’s signature block as follows:
Date: _____ By: _____
1. (Name of Judge)
- 18) Call the appropriate Calendar Clerk in advance for a new date anytime you anticipate filing a **motion to continue**. State in your motion whether or not opposing counsel (or party) consents to the motion to continue and if they consent to the continued hearing date. Put the new date in the proposed order filed with the motion to continue.
- 19) Take note of the Court’s **new fee schedule**, which became effective October 17, 2005. It is listed on our web site at www.nhb.uscourts.gov.
- 20) When making a **credit card payment**, do not click the “submit payment” button more than once as you will be charged for your transactions more than once. The Federal Courts have a “no refund” policy at this time.
- 21) Please note that no motion is required to make a **telephonic court appearance**. Refer to Administrative Order 9071-1 and this Court’s Web Site for telephonic hearing.
- 22) Please remember to turn off pop-up blockers before logging in to CM/ECF.
- 23) Leave the receipt field blank when filing a pleading that requires a fee. The system will assign a receipt number after the transaction is complete.
- 24) Declarations re: Electronic Filing should include the case name and case number. (Example: John Doe Bk Case No. 00-11111- XXX)
- 25) If you receive an e-mail from the Court notifying you of outstanding fees due, you can make your payment by going into Utilities and Internet Payments Due. The credit card information screens will appear and allow you to make your payment.
- 26) Don’t forget to attach a proposed order for the Judge to sign to your motion pursuant to Rule 7102 (b) (4).
- 27) Motions for Relief require a certificate of service, notice of hearing, military affidavit and a statement of parent companies.

- 28) All pleadings require an electronic signature in proper format (Example: /s/ John A. Doe)
- 29) If you've made an error during the electronic filing process, please call the CM/ECF Help Desk at 1-866-252-6323.
- 30) Do not list the same creditor more than once on the creditor matrix unless the address is different.
- 31) Go to Utilities and Mailing Information for a Case to determine whether parties will be served electronically or manually.
- 32) When filing a Motion to Avoid Lien (522(f)), you will need to add the party with whom you are seeking to avoid the lien. If the creditor is not already in our database, then add the creditor with a complete mailing address and make sure you select "pro se" (you won't want to link yourself to this party).
- 33) When filing individual schedules, please do not select "Schedules A-J" (found under Bankruptcy Banner and "Other/Miscellaneous" category). Instead, just click on the individual schedule being filed, for example, Schedule C. If you are filing more than one schedule or statement, click on the first selection, for example, Schedule C, then press the "Ctrl" key and continue to click on other schedules and statements.
- 34) Opening an adversary proceeding is one of the rare occurrences when the attorney filing the complaint needs to add himself/herself as plaintiff's attorney. This way, the attorney is ensured of receiving e-mail notifications. If you do not receive an e-mail notification that the adversary proceeding has been filed, please call the Help Desk Line at: (866) 252-6323.
- 35) Also when opening an adversary proceeding, when adding defendant(s), please make these parties "pro se" and do not add an attorney; the defendant(s)' attorney, if there is one, will be added to the case when the attorney files an answer or other type of pleading.
- 36) "Generic Motion" or "Generic Application" should be used as a last resort. Please refer to the Appendices Sections of the External Users Manual found on the Court's web site for guidance in filing various types of motions and applications.
- 37) Filing an Objection to Confirmation has its own special event: Go to the Bankruptcy Banner, and then go to category called "Plan (11, 12, 13) & Disclosure Stmt." There will be a drop-down menu with an "Objection to Confirmation of Plan" event.

- 38) The filing of an objection to exemption has its own special event: Go to the Bankruptcy Banner, then to the category called "Other/Miscellaneous." In the events column, you can find the event called "Objection to Debtor's Claim of Exemptions."
- 39) Attorneys may not file electronic documents on behalf of another party unless their electronic signature appears on the document.
- 40) Opening Bankruptcy cases the traditional way. Be sure to type debtor and joint-debtor names grammatically correctly. For example, don't forget to add a period after any middle initial. Remember to use the debtors Mailing Address when entering address data into the Party Information Screen, and lastly, don't forget to add aliases, (aka, dba, fka) if applicable.
- 41) Opening a Bankruptcy case with Deficiencies: Please remember to be very careful here, the default is to "n" for no. If there are missing schedules, or you will not file the Chapter 13 plan immediately after filing the petition, you must change the default to "y" for yes.
- 42) You opened a bankruptcy case and you forgot to file the Voluntary Petition page with the original bankruptcy opening. Not to worry, just file the voluntary petition under the main event Bankruptcy, click on Other/Miscellaneous, enter case number & click next, chose Voluntary Petition (Chapter__) & click next to continue. At the credit card payment pop-up select the Continue Filing option, and immediately upon completing the filing of your document, send an e-mail to nhbnofee@nhb.uscourts.gov asking the court to remove the filing fee from your account.
- 43) Filing the correct PDF document in the right case. Once you have browsed your directories to find the file you think is the one you want, put the cursor on the target file and click once to select it. To view the file to be absolutely certain that it is the right one, right click on the selected file. A drop-down menu will appear. Click on Open in the drop-down menu to view the file.
- 44) ECF Docket Text Enhancement Screen. Docket Text Enhancement is used to add to docket text to identify the document being filed more precisely. Users may choose a word in the pre-text box. If the document being filed is an amendment of a previously filed document, always use the prefix "Amended." Users may also type in their own text in the free text box after the generic description of the document supplied by the system.
- 45) Hearing dates on Motions for Relief and Motions to Avoid Lien. Hearing dates, instructions, and standard forms are available on the Court's web site www.nhb.uscourts.gov. A new hearing date will be posted at the beginning of every week and will be used for all motions filed that week.

- 46) Military Affidavits and Motions for Default Judgment. At the time of the filing, the plaintiff must file in the Adversary Proceeding which states whether or not the defendant is in the military service and indicating the necessary facts to support said affidavit. See AO 9012-1 paragraph 1.
- 47) Remember, when you file an amendment to add creditors to the debtor's schedules you must extend the deadlines for the additional creditors. An objection to discharge deadline for a chapter 7 case must be extended 60 days from the date of the amendment. If it's a chapter 13 case, the proof of claim deadline must be extended 90 days from the date of the amendment. If the objection to discharge or proof of claim deadlines that were set when the case was filed are more than 60 or 90 days from the date of the amendment then you would just use those deadlines.
- 48) Refer to Section 6, pages 6.10 and 6.11 of your CM/ECF training manual when filing applications for compensation or fees. The party filing the application should be the business name such as; Law Offices of Smith, Smith & Jones, Law Offices of John Smith, CPA and Company, etc.
- 49) Be sure to have debtor signatures on amendments per Federal Rules of Bankruptcy Procedure 9011(a) and 1008; 28 U.S.C. Section 1746. If there is no debtor signature we cannot accept the amendment for filing.
- 50) When an objection, response or reply to a motion is filed, be sure to link it to the correct motion. See Section 4, Pages 4.4, 4.5 & 4.6 of your CM/ECF training manual.
- 51) Don't forget to attach proposed orders when filing a motion. See Local Bankruptcy Rule 7102(b)(4).
- 52) Submit those Declarations regarding electronic filings to the Court within 5 days so we don't set the case for an order to show cause!!
- 53) We don't want you to have to re-file documents, but if we don't see the required /s/ followed by the 'signed' name, you will get a call from us and will have to re-file those documents.
- 54) For amendments to a debtor's schedules of creditors, lists of creditors, matrix or mailing lists, the fee is \$26 for each amendment, provided the bankruptcy judge may, for good cause, waive the charge in any case. No fee is required when the nature of the amendment is to change the address of a creditor or an attorney for a creditor listed on the schedules or to add the name and address of an attorney for a listed creditor.
- 55) If you don't have a copy of the Bankruptcy Court Fee Schedule, you can locate it on our website at www.nhb.uscourts.gov. If you send us a pleading by mail that

requires a fee, it will be returned to you. If you file it electronically, the pleading will be entered in error until it is filed with a fee.

- 56) When opening an adversary proceeding always choose yes for pro se when entering the party information for the defendant(s).
- 57) Local Bankruptcy Rule 9004-1(c) states, “The initials of the judge assigned to the pending matter shall be separated by a hyphen immediately following the docket number for the pending matter.